

Promoting choice and supporting Ex-Forces men & women to help improve independence, wellbeing, quality of life, and reduce their isolation and feeling of social exclusion



External Expression of Interest Service Overview

Gavin Jones
Veteran Services Manager



My background

Before

I served in the HM Forces for 8 years, deployed to Gulf War

In between

10 year gap; physio & speech therapy, re-skill, further education

Now

My work recognised by Central & Local Govt and HRH



- ☺ Studied 5 years of psychology; Forensic, Criminal, and Behavioural
- ☺ PTLLS
- ☺ ILM Level 3 Coach
- ☺ Trained Mentor
- ☺ Level 4 in Advice Work
- ☺ Mental Health First Aider
- ☺ Welfare Support Practitioner

My experience supporting the Armed Forces community



Setup, develop, and manage a specialised support service for Ex-Forces men & women living with disabilities, autism, ADHD, and brain injuries. Helping them to improve their independence, wellbeing, and quality of life, and help reduce their isolation. Covering Cheshire and GM.



Manage a multi agency advice service, attached to the Manchester City Council's Housing Solutions team as part of the council's homeless prevention strategy. Supporting clients with mental health difficulties who are homeless or at risk of homelessness



Setup and developed an Armed Forces Support Hub in Warrington, providing welfare, health & wellbeing support, homeless prevention, employment, and mental health support for those with complex needs. Covering Cheshire and the Wirral



Setup and developed an Armed Forces Support Hub at Broughton House as part of their £14million re-development, providing welfare, health & wellbeing support, homeless prevention, employability support, and mental health support for those with complex needs. Covering the North West



Regional Manager for the Transitions programme across the North West region, supporting Veterans' with health barriers to improve independent living and gain sustained employment

citizens advice

Undertaken various roles; mental health adviser, welfare benefits caseworker, training officer, advice manager, and managed a multi-site frontline advice service across Cheshire East, and Warrington.

Cheshire Probation



Mentor Veteran offenders' who are deemed as high risk of re-offending



Developed & Managed a non-clinical wrap around support service model, commissioned by GMMH NHS Trust in 2016 to be imbedded within their Veterans in Mind service, covering Cheshire & Merseyside



Organisational Lead for a commissioned substance misuse management pilot in partnership with Combat Stress covering Cheshire, the Wirral, and Merseyside



Developed & Managed 3 bespoke employability programmes helping Veterans' & early service leavers into Customer Service roles within the rail industry in partnership with Virgin Trains across the North West & Midlands

- Supported over 2000 Veterans with various health & welfare issues across the North West
- Developed the first ever 3rd sector non-clinical welfare wrap around support model to be commissioned and in bedded within a specialised NHS mental health service for veterans
- Sat on a COBSEO Action Group, ASDIC (Ministry of Defence supported) steering committee
- Sit on the NHS & CCG North West Veterans Mental Health network
- Created a North West network for frontline support workers who support Ex-Forces living with autism and disabilities (EFAD)

Valuing equality, diversity and inclusion
across Greater Manchester and Cheshire

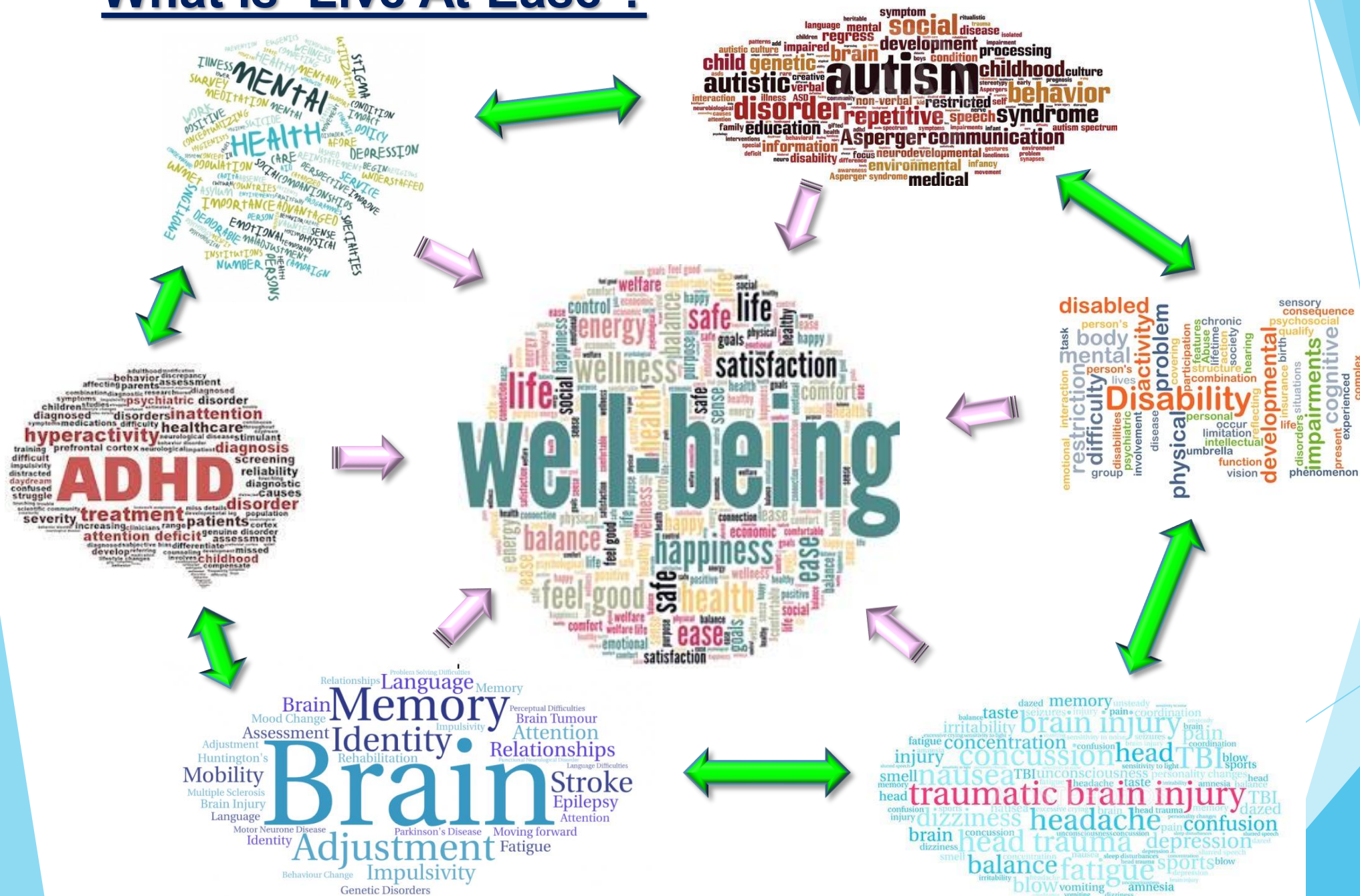
**LIVE AT
EASE**



Reaching out to Ex Forces in the community

Funded by
**THE ARMED FORCES
COVENANT FUND TRUST**

What is 'Live At Ease'?



Promoting

✓ Equality

✓ Diversity

✓ Inclusion

Live at Ease, is a specific Ex-Forces support service within Disability Stockport (DS) and is the lead facilitator and Subject Matter Expert (SME) organisation of a unique 3 layered multi-agency service model with 'social prescribing', 'no wrong door', and 'trauma-informed' approaches imbedded within it.

Providing a collaborative and trusted single point of access (SPA) for those who have served in the Armed Forces, with a disability, sensory impairment, brain injury, autism, ADHD, or long-term health conditions that affect capacity and executive functioning skills of independent daily living.

Supporting other statutory and non-statutory agencies, organisation's, and charities.

Live at Ease is a community focused service aimed at supporting Ex-Forces men & women (**any length of service**) with any kind of disability, or neurodivergence, and their families within the North West, who may be experiencing deterioration in health & wellbeing, social exclusion, living in isolation, substance-misuse, reduced independent living, employability difficulties, or welfare issues that may or may not be connected to their military service.

Live at Ease brings together the four main elements of engagement, flexibility, co-ordination, and direct support within a 3 layered model approach to address gaps in service provisions and areas of need.



Our objectives

- Addressing the gap of zero support for Ex-Forces men & women who are Neurodiverse, have a brain injury, or have a neurodevelopmental disorder.
- Empower Ex-Forces men & women to take back control of their own life.
- Provide a pro-active approach to early intervention.
- Address & Reduce social exclusion and isolation.
- Integrate Ex-Forces men & women back into the community.
- Promote & Improve independent living, quality of life, and health and wellbeing.
- Create greater access to services by providing Information & Advice Drop-In Clinics within the community.
- Improve access to services and opportunities (share best practise).
- Raise awareness and educate by promoting Equality, Diversity and Inclusion.
- Reduce demand on NHS, GP and Local Authority services
- Improve support to Ex-Forces men & women with a disability and their families

Addressing gaps in service provision & raising awareness

Supporting Ex-Forces men and women who are struggling due to autism, to help them reduce their social isolation, and help improve independence, wellbeing, and their quality of life



Understanding neurodiversity, promoting equality and inclusion within Greater Manchester and Cheshire

Disability Stockport, 23 High Street, Stockport, SK1 1EG

Do you have...

- Social communication difficulties
- Social interaction challenges
- Struggles with changes in routine
- Anxiety
- Over- or under-sensitivity to light, sound, taste or touch
- Experience meltdowns & shutdowns
- Autism within the family

Some difficulties caused by autism are similar to those caused by PTSD

Get in touch with Gav Jones if you want advice or need support

Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text/Whatsapp: 07458 306246

Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk



Supporting Ex-Forces men and women, who are struggling due to ADHD, to help them improve their wellbeing, independence, and quality of life



Understanding neurodevelopmental disorder, promoting equality and inclusion within Greater Manchester and Cheshire

Disability Stockport, 23 High Street, Stockport, SK1 1EG

Symptoms in adults....

- Carelessness & lack of attention to detail
- Always starting new tasks before finishing old ones
- Poor organisational skills
- Always losing or misplacing things
- Forgetfulness
- Restlessness and edginess
- Difficulty keeping quiet, and speaking out of turn

Common ADHD triggers include; stress, poor sleep, certain foods and additives

Get in touch with Gav Jones if you want advice or need support

Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text/Whatsapp: 07458 306246

Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk



Supporting Ex-Forces men and women with traumatic & acquired brain injuries, to help improve their wellbeing and their quality of life



Understanding brain injuries, promoting inclusion and helping to reduce social isolation within Greater Manchester and Cheshire

Disability Stockport, 23 High Street, Stockport, SK1 1EG

Do you struggle with....

- Speech difficulties
- Social interaction & environments
- Processing visual information & problem solving
- Short term memory, concentration, mood swings
- Increased fatigue (mental and physical) and low mood
- Behaviour and personality changes
- Physical and sensory abilities

Get in touch with Gav Jones if you want advice or need support

Contact Gav Jones (Veteran Services Manager) on:

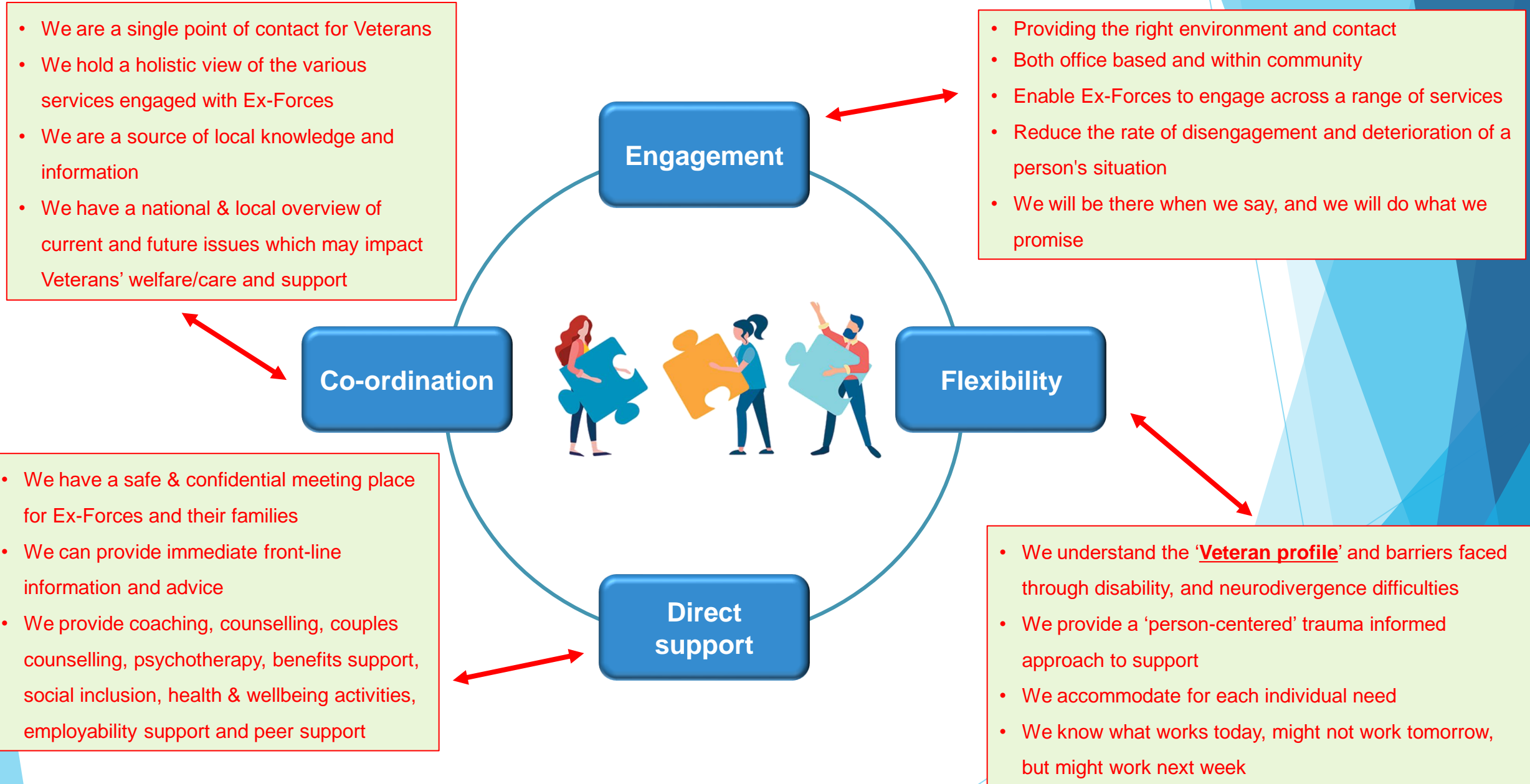
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The four main elements



The ethos of Live at Ease is to promote autonomy and independence to Ex-Forces men & women with a disability and their families, but also to be a trusted support to them, as and when needed.

The four elements provide greater access to services, improve health and wellbeing, develop enhanced coping skills and strategies, and will empower them to overcome barriers associated with current circumstances to promote independent living and improved quality of life .

We work with a range of other SME organisations (Armed Forces specific & non Armed Forces related), and assist in the coordination when required, always operating in a way that serves the Veterans best interest



Who we work with, alongside, and supported by



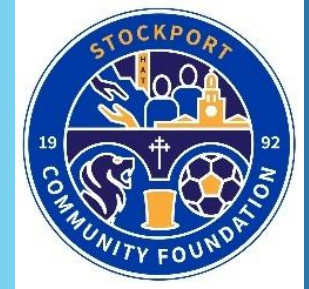
University of
Salford
MANCHESTER

THE **Berne**
INSTITUTE



THE
POPPY
FACTORY

HELP for
HEROES
SUPPORT FOR OUR WOUNDED



Funded by



Service provisions

The service provisions will focus on the core business of assisting any Ex-Forces men & women with a disability, brain injury, ADHD and/or autism, of any age and their families in Greater Manchester & Cheshire in the following ways.



Veterans' with no disability and/or mental health difficulty, will be signposted to the appropriate support services based on their individual needs



Stockport Active Ex-Forces (their ideas, their choices, our service)

In partnership with



A user led partnership project between Disability Stockport and Stockport Community Foundation, providing a high quality, varied and geographically spread program specifically for Ex-Forces men & women (*accommodating the Veteran profile*) to reduce their isolation, improve health and wellbeing, build confidence & self-esteem, helping them to reintegrate back into the community, and improve their independent living and quality of life.

We are delivering 4 activity sessions on a weekly basis, free of charge to those attending.

Following each activity, we will have a brew and biscuit/cake to relax and decompress.

The positive benefits on both the Veterans' physical and mental health through these activities is being measured in several ways, including the Short Warwick- Edinburgh Mental Well-being Scale (SWEMWBS) and the Work and Social Adjustment Scale (WSAS).

Funded by



In partnership with



Disability Stockport & Stockport Community Foundation
Supporting Ex-Forces men & women
in Greater Manchester with disabilities,
brain injuries, ADHD, and autism

Helping to improve wellbeing, quality of life, and reduce isolation

Join us for our weekly
Ex-Forces Park Brunch Meet Up
at
Etherow Country Park
George St, Compstall, Romiley, Stockport SK6 5JD

EVERY Tuesday 1030 - 1230

**Pull up a sandbag for a brew & banter
in the fresh air at the park café**
Bacon and Sausage Barm's, and hot brews available to buy

Contact Gav Jones (Veteran Services Manager) on:
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Landline: 0161 480 7248
Email: gavin.jones@disabilitystockport.org.uk

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THE ARMED FORCES
COVENANT FUND TRUST

In partnership with
NHS
Greater Manchester
Integrated Care

Disability Stockport & Stockport Community Foundation
Supporting Ex-Forces men & women
in Greater Manchester with disabilities,
brain injuries, ADHD, and autism

Valuing equality and inclusion
across Greater Manchester

"Training together, it's about having a bit of fun whilst keeping fit and the camaraderie,
whilst also improving in strength, movement, physical and mental health"

Helping you to improve your wellbeing, quality of life, and reduce your isolation

Be more active, improve your movement or mobility, burn off energy,
feel more healthy, re-build your confidence, or lose weight

Join us for
All Abilities Exercise Session
at
Pyramid Performance Gym
4 West St, Stockport, SK3 0AB

EVERY Wednesday at 1300

Pull up a sandbag for a brew & banter afterwards
Please contact Gav Jones first if you are interested in attending

Contact Gav Jones (Veteran Services Manager) on:
Mobile/Text: 07458 306246
Landline: 0161 480 7248
Email: gavin.jones@disabilitystockport.org.uk

Funded by
THE ARMED FORCES
COVENANT FUND TRUST

In partnership with
PYRAMID
PERFORMANCE

Disability Stockport & Stockport Community Foundation
Supporting Ex-Forces men & women
in Greater Manchester with disabilities,
brain injuries, ADHD, and autism

Helping you to improve your wellbeing, quality of life, and reduce your isolation

Be more active, improve your movement, burn off energy,
feel more healthy, re-build your confidence, and have fun

Join us for
Boxability
at
Brinnington Park Leisure Complex
Northumberland Rd, Brinnington, Stockport SK5 8LS

EVERY 2nd & 4th Friday of each month at 1330

Pull up a sandbag for a brew & banter afterwards
Please contact Gav Jones first if you are interested in attending

Contact Gav Jones (Veteran Services Manager) on:
Mobile/Text: 07458 306246
Landline: 0161 480 7248
Email: gavin.jones@disabilitystockport.org.uk

Funded by
THE ARMED FORCES
COVENANT FUND TRUST

In partnership with
lifeLEISURE

Disability Stockport & Stockport Community Foundation
Supporting Ex-Forces men & women to help
improve wellbeing, quality of life, and
reduce isolation

£1 Donation
Per Person

Disabilities • Autism • Brain Injuries • ADHD

Stay active, have fun, and keep moving
For a £1 donation, join us for 1 hour of
Swim & Exercise
at
Life Leisure Avondale
Heathbank Rd, Cheadle Heath, Stockport, SK3 0UP

Starting on Friday 16th June 2023
Every 1st & 3rd Friday of each month at 1000

Pull up a sandbag for a brew & banter afterwards
Please contact Gav Jones first if you are interested in attending

Contact Gav Jones (Veteran Services Manager) on:
Mobile/Text: 07458 306246
Landline: 0161 480 7248
Email: gavin.jones@disabilitystockport.org.uk

Funded by
THE ARMED FORCES
COVENANT FUND TRUST

In partnership with
lifeLEISURE

Supported by and working alongside



Disability Stockport & Help for Heroes

Supporting Ex-Forces men & women to help improve wellbeing, quality of life, and reduce isolation



Disabilities • Autism • Brain Injuries • ADHD

The Anderton Centre, New Road, Chorley, PR6 9HG

Stay active, have fun, enjoy forces banter, make new mates

Paddle Boarding

Kayaking

Archery

Axe Throwing

Bush Craft

Wheelchair Speedboat

All Ability Sailing



Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text: 07458 306246

Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk

Your disability or difficulties do **NOT** have to have been caused in or by your military service

In partnership with



Disability Stockport & Mission Motorsport

Supporting Ex-Forces men & women to help improve wellbeing, quality of life, and reduce isolation



Disabilities • Autism • Brain Injuries • ADHD

Feel the need for speed, lots of banter, have fun, and meet the MM team



Join us for
Race Track Day
at

Three Sisters Race Circuit
Three Sisters Rd, Ashton-in-Makerfield, Wigan, WN4 8DD

Wednesday 17th May 2023

Hot & cold drinks and food can be bought at the track cafe

Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text: 07458 306246

Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk

In partnership with



Social inclusion



A word cloud illustrating concepts related to social inclusion. The words are arranged in a dense, overlapping manner, with some words being significantly larger than others. The colors of the words include shades of blue, orange, yellow, and grey. The background is white with a blue geometric pattern on the right side.

all are valued
safe space
no xenophobia
fun
not forced to share
collaborative
no prejudice
respect
value uniqueness
all get along
mistakes OK
no strong views
encourage quieter individuals
no preferred pronoun
great discussion
comfortable
proactive
patience
polite
discuss social issues
considerate
openmindedness
listening
speak freely
all can share
no one left out
judgement

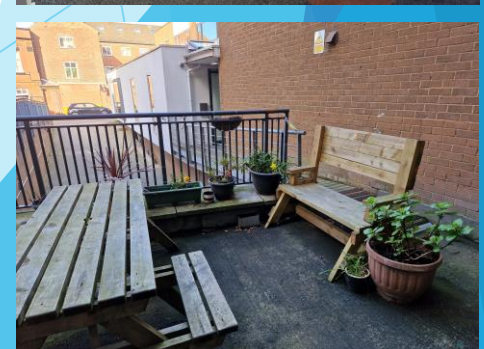
Greater Manchester Ex-Forces Autism Social Group

(their ideas, their choices, our service)

*** For this programme, Ex-Forces men & women will be known as 'members'.*

- GM Ex-Forces Autism Social Group is member led and enables isolated members or those at risk of becoming so due to having autism (diagnosed and/or undiagnosed), to enjoy socialising with peers in a safe and non-judgemental environment.
- Chat to someone in confidence if you feel you maybe autistic, and discuss next steps.
- Help improve confidence, wellbeing, and quality of life.
- Make new friends and build new relationships.
- Empower members to participate in their own leisure/social activities within the community.
- Safe space includes, an outdoor area, and a mood lounge for those who feel overwhelmed or need time out due to external sensory difficulties.
- Invite guest speakers to come chat about various subjects and interests that the group would like.

A member does not have to be an active case client of Live at Ease and it's a GM wide offer.



Supporting Ex-Forces with autism,
to help reduce social isolation, and
improve wellbeing & quality of life



Promoting equality, diversity and inclusion



Greater Manchester Ex-Forces Autism Social Group

Every 2nd & 4th 'DAY TBC' of every month 1600 - 1800
At Disability Stockport, 23 High Street, Stockport, SK1 1EG



Come and relax, have a brew and chat, in a safe, non judgemental, autism friendly environment

All are welcome

Speak in confidence to any of our team if you need any advice or help

Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text: 07458 306246

Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk

Working alongside and Supported by



Supporting Ex-Forces with autism,
to help reduce social isolation, and
improve wellbeing & quality of life



Promoting equality, diversity and inclusion



Cheshire Ex-Forces Autism Social Group

Every 2nd & 4th 'DAY TBC' of every month 1600 - 1800
Venue to be confirmed

Come and relax, have a brew and chat, in a safe, non judgemental, autism friendly environment

All are welcome

Speak in confidence to any of our team if you need any advice or help

Contact Gav Jones (Veteran Services Manager) on:

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Working alongside and Supported by



Central Cheshire
Integrated Care Partnership

Information & Advice Drop-in's

Delivered fortnightly on set days, in key locations regularly to maintain consistency and build trust within the armed forces community in the service.



Every 1st Saturday of each month at One Stockport, TBC



Starting date TBC, in partnership with Stockport JC+



Every 2nd & 4th Friday of each month in partnership with Stockport Homes



Starting date TBC, in partnership with Stretford JC+



Every 1st Wednesday of each month at the Crewe Community Hub, Crewe Market Hall, in partnership with Central Cheshire Integrated Care Partnership

Any Ex-Forces men & women (and their family) of any age, with or without a disability and/or mental health difficulty can access the drop-in for assistance, through our '**no wrong door**' approach within Stockport Borough, Greater Manchester, and other surrounding areas

[illegible]

**Working in
partnership with**



University of
Salford
MANCHESTER

THE **Berne** INSTITUTE

Supporting Ex-Forces and their
spouses/partners to help improve
mental wellbeing & quality of life



Virtual and Face to Face sessions offered

**Talking Therapies • Counselling
Couples Counselling • Psychotherapy**

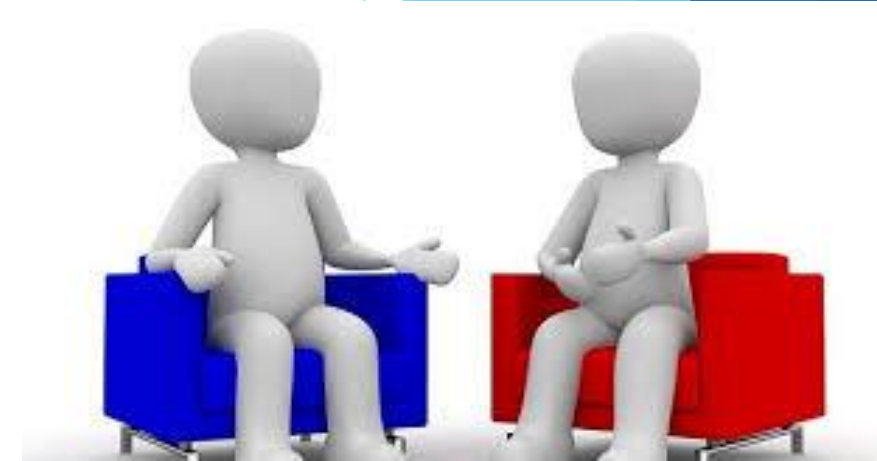
All of our Counsellors and Therapists are registered with the BACP or UKCP

Are you struggling with....

**Low mood ★ Anxiety ★ Depression ★ Bereavement
Relationship ★ Childhood Trauma ★ Post Service Trauma**

We can help.

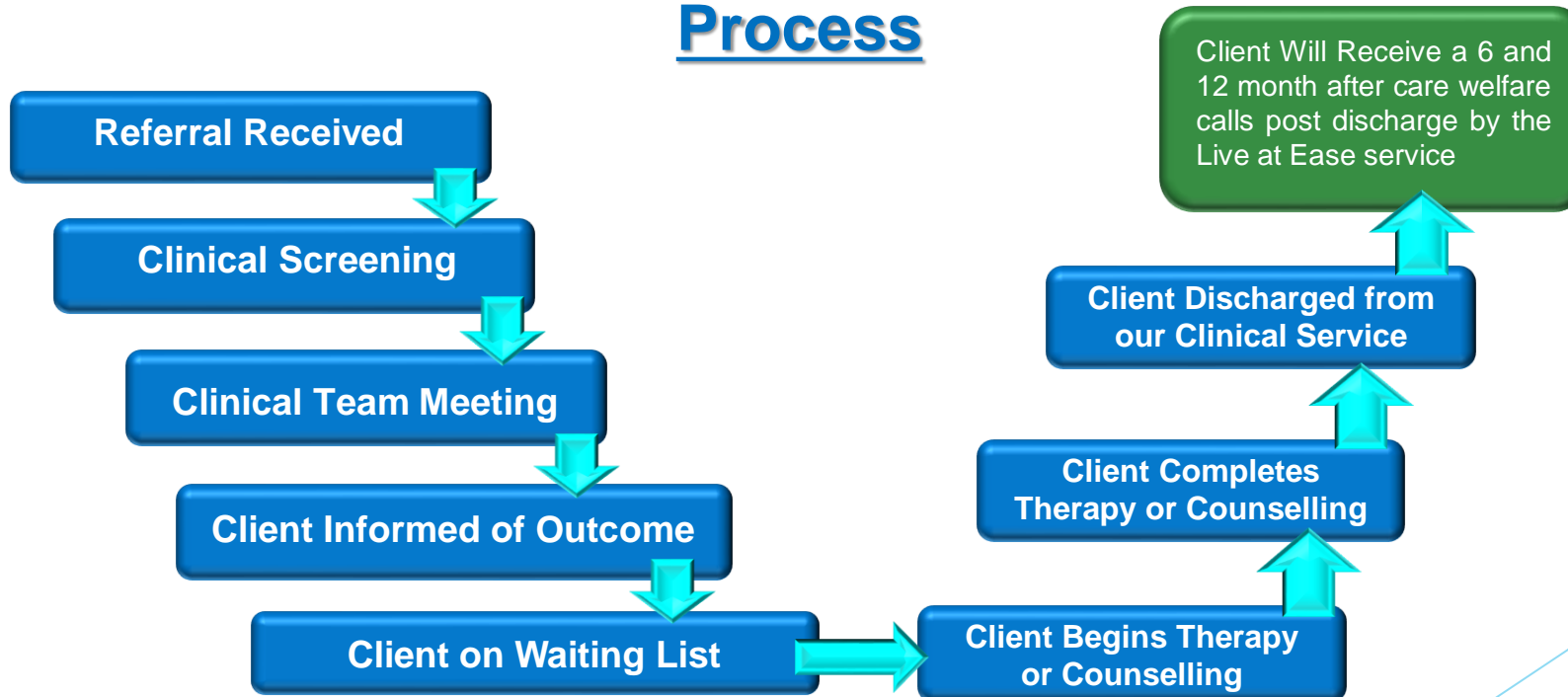
- Our ability to provide a clinical service is through our partnership work with Salford Uni, counselling & Psychotherapy Dept, under the clinical direction and guidance of Dr Mark Widdowson, and Disability Stockport's counselling clinical lead (volunteer), Kim Forbes.
- Live at Ease service is to provide an in-house solution to clients (accommodating the traits of the Veteran profile) who are struggling with issues such as depression, anxiety, bereavement, eating disorders, historical pre-service trauma, post service trauma, phobias and identity, and would benefit from immediate access but also from an environment that does not exacerbate issues around stigma.
- Our service differs in that to local IAPTs, it offers a compliant person-centered therapy but will last for as long as the client needs access, and the counsellor/therapist has identified the client as in need of the service. Usually, this can be between 12 and 24 weekly sessions, and will be flexible to accommodate the 'Veteran profile'.



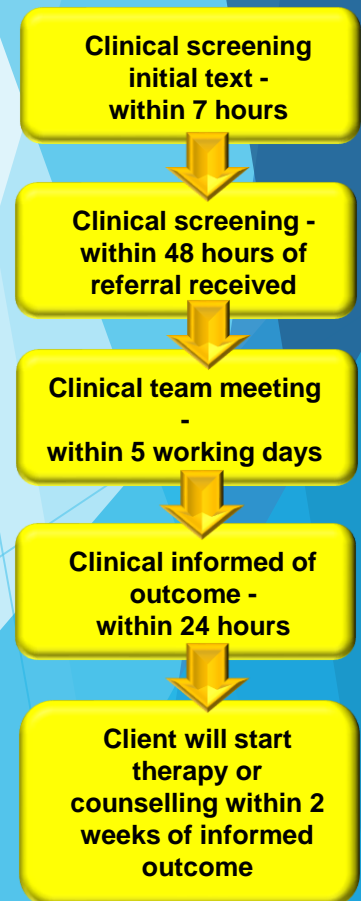
Measures will be used to monitor client improvement (PHQ-9 for depression, GAD-7 for anxiety and WSAS for impact on daily functioning) and a final IAPT measure is taken at the end of therapy to measure client satisfaction.

- The delivery of the counselling service will be through Level 4, 2nd year students on placement to gain their 100 clinical hours, a Level 4 qualified Therapeutic Counselling Counsellor, and Couples Counsellor who will be the clinical lead for Level 4, 2nd year students on placement.
- The delivery of the Psychotherapy trauma therapy service will be by a DS volunteer & trained counsellor currently on their Transitional Psychotherapy Masters Degree (through The Berne Institute) placement to gain 400 clinical hours. They are clinically supervised by Dr Mark Widdowson.

Process



Time Frame



Coaching



CAREER **SKILLS** CHANGES
ACTION **COACH** MENTORING PERSONAL
ACTIVITIES **GOALS**
CORPORATE PEOPLE
SOLUTION CHALLENGE
COACHING
ABILITY BUSINESS
GROWTH LEADERSHIP SUPPORT
ACTIVITY RELATION
SUCCESS MANAGEMENT
LEARNING IMPROVE
GOAL MOTIVATIONAL
TRAINING **EXPERIENCE** STRATEGY
ABILITIES **TEAM** LIFE
SKILLS **LEARN** TEACHING
CHANGES MOTIVATION
DEVELOPMENT

- Through coaching, we will help clients find their own solutions, develop their own skills and change their own behaviours and attitudes to improve self-confidence and independent living, as well as address chaotic lifestyles.
- Live at Ease will offer fortnightly one-to-one sessions lasting an hour over a three month period, with options to extend depending on individuals situation.
- The referral process is that coaching will be highlighted during the clients assessment as a potential service that would benefit the client.

Welfare Advice, information & Support



Using Trauma Informed & Social Prescribing approaches

Supported by and
working alongside

citizens
advice

- **Welfare advice** includes all aspects covering debt, benefits, and housing/homelessness.
- We are not providing financial assistance or advice, but we can help identify priority and non-priority debts, advocate on their behalf, and to establish any crucial time limits, bailiff proceedings, or legal action.

We can provide

- Basic benefits entitlement advice and navigation around the benefits system
- Assist with PIP forms (new claims, reviews, and supersessions)
- Assist with new claims for New Style ESA (including UC50/NSESA50 forms)
- Assist with benefits Mandatory Reconsideration process.
- We can accompany the client at benefits medical assessments to advocate and support
- Assist with income and expenditure forms

➤ Information will also include health & wellbeing and leisure activities.

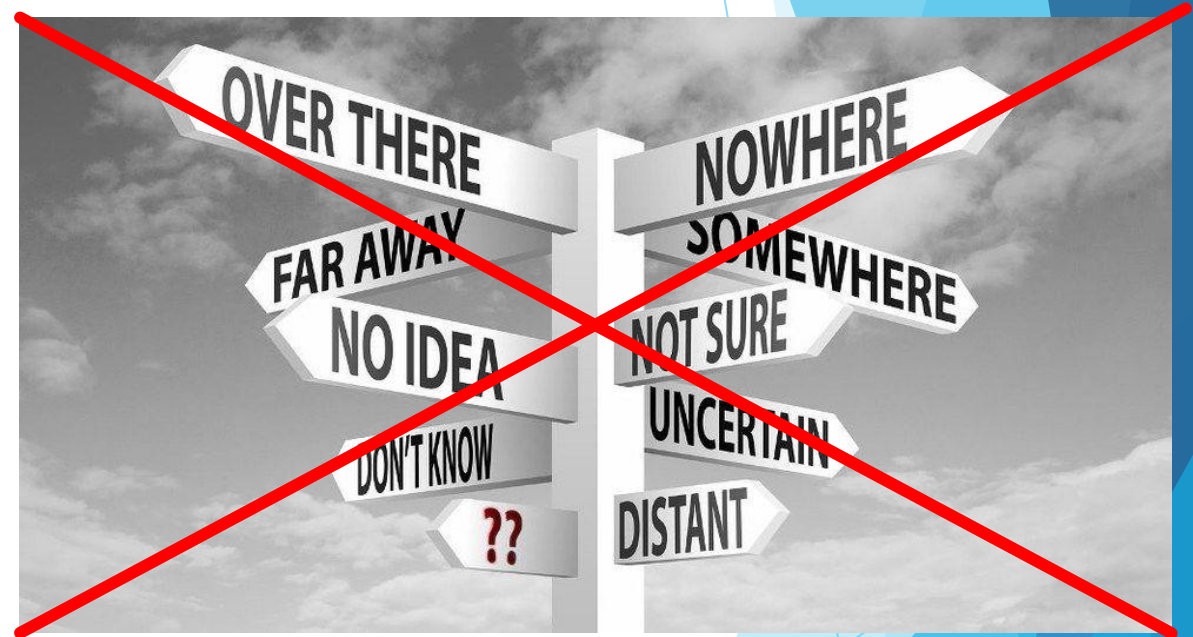
Other types of information can include

- Blue Badge, Bus/Tram & Train concession passes
- Home care needs assessments
- Support groups and activities
- Applying for a Veterans badge
- Applying for service records or replacement medals
- Aids and adaptations
- Mobility equipment
- Motability scheme

- **Support** will include aspects of advice, when there is a need for continued case management support, with no expiry time frame on it to reduce their distress and confusion.

Support can include

- Assisting clients to maintain a tenancy and budgeting
- Benefits claim and/or appeals processes
- Advocate on their behalf
- Support them at assessments/appointments
- Access social activities
- Regular Welfare/Wellbeing checks and/or calls



Employability Support



‘STEP’ model

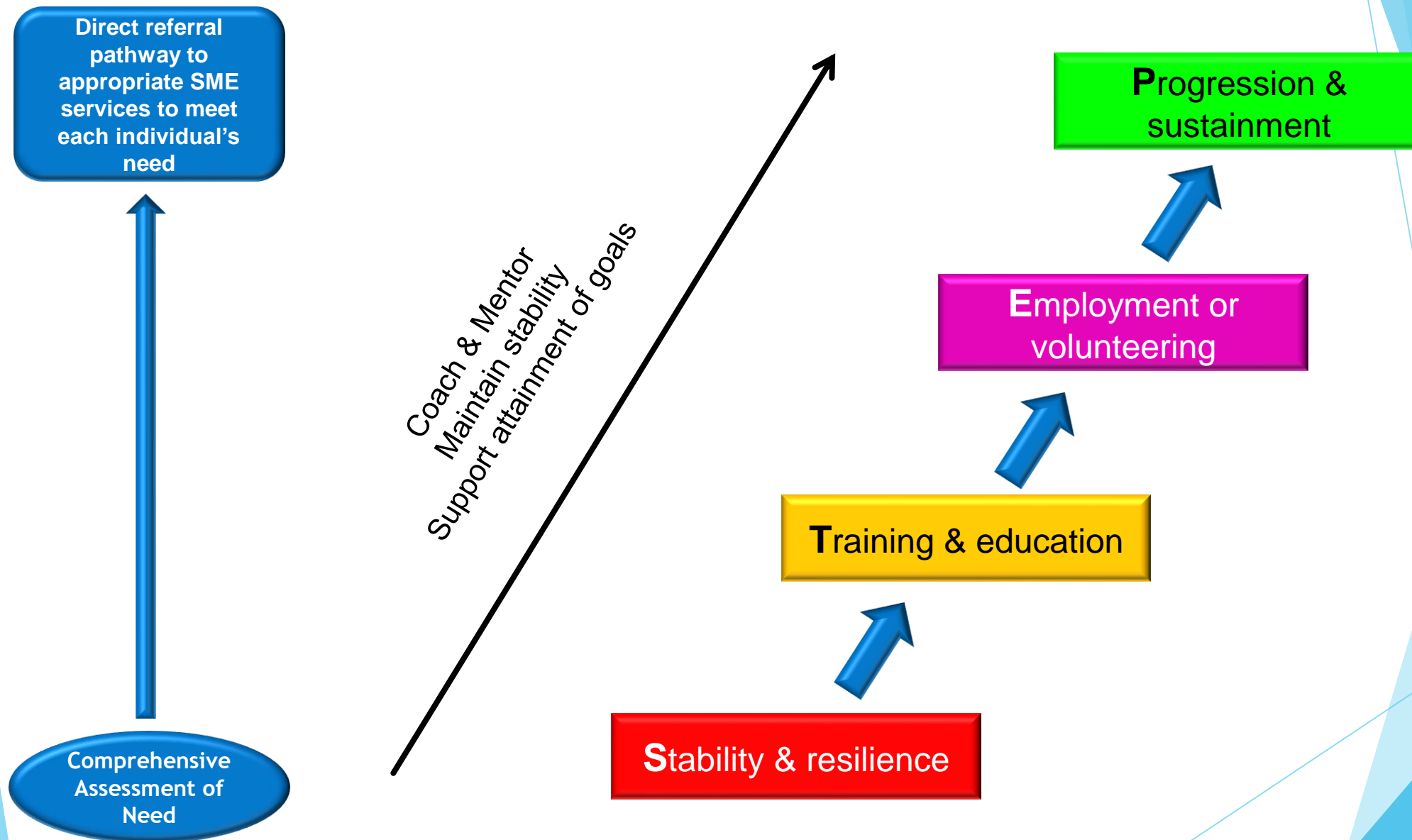
In partnership with



Working in partnership with Stockport Homes and Groundworks GM, working closely with several SME strategic partners, including, The Poppy Factory, and RFEA, to provide a collaborative tailored service supporting clients with a disability into meaningful and sustained employment.

Aim: To enable disabled and neurodivergent Ex-Forces men & women to live fulfilled and independent lives with reduced dependency on welfare organisation's, improved self-confidence, and feeling valued.

- ✓ **'Investing time'** - Break down barriers and the stigma of disability by focusing on ABILITY, by arranging work placements to prove their ability with the guarantee of an employed contract at the end if they meet the employer's business need and standard for that role.
- ✓ **'Fulfilled'** - it's not just about getting Ex-Forces men & women into jobs, as our focus is about getting them into the right job they'll enjoy, or if they are unable to work, then into some other fulfilling voluntary work or activities.
- ✓ **'Independent'** - This is about independence of thought, encouraging Ex-Forces men & women to broaden their horizons and to recognise that they have options. At the same time helping them to focus on goals and to make choices.
- ✓ **'Reduce'** - We want Ex-Forces men & women to feel that interaction with SME organisation/charities and support groups is a choice NOT a necessity. And the cost savings to services if we can help someone to secure paid work or to live a more independent life that improves their quality of life.





Skills for Life+

OPERATION Greenfingers

Saturday 25th Feb 2023 (1000 – 1300)
Woodbank Nurseries, Offerton, SK1 4JS

Time to get your hands dirty!

Operation Greenfingers will give you basic training on all aspects of gardening, including equipment check, site recce, tools, and techniques.

Stockport Homes, in partnership with Disability Stockport, are happy to provide this bespoke course for Ex-Military men and women, delivered by gardening expert (and Army Veteran) Jim McGarrie.

To book a space, contact Gav Jones (Veteran Services Manager)
Email: gavin.jones@disabilitystockport.org.uk
Tel: 0161 480 7248

15 places available

Awareness Conversations Workshop



Supported by and
working alongside



- The primary focus is to promote better understanding of the Veteran profile and neurodiverse Ex-Forces men & women with those that provide frontline/client facing public sector services and to reduce confusion, promote the 'no wrong door' approach, and make reasonable adjustments to provide appropriate support.
- By training staff and volunteers, it will dispel some perceptions and stigmas, as well provide a greater understanding to enhance their quality of service delivery.
- In doing this it will create better connectivity and learn how to provide the best support accommodating the Veteran profile and neurodiverse Ex-Forces men & women, and the 'no wrong door' approach.
- It is commonly known that Ex-Forces men & women hesitant to engage with some public and 3rd sector services due to misunderstanding and mistrust of the help available to them. This is fuelled by a concern that civilian staff won't understand their needs.

Aim

- We will train front-line staff as 'Armed Forces Wellbeing Champions' and ensure the information they learn is cascaded further within their organisations
- We will provide regular information and updates to keep their knowledge relevant and up to date.
- We will provide the 'subject matter expert' single point of contact for the Armed Forces Wellbeing Champions within the borough that they can contact directly for further support.

Objective

- To maintain the momentum that will be gained through a network of Armed Forces Wellbeing Champions within the Public and 3rd Sector, to ensure the appropriate continued support to the Armed Forces Community, recognising and understanding the Veteran profile neurodiverse Ex-Forces men & women, and 'no wrong door' approach, reducing confusion, disengagement, and non-engagement.

Infographic snapshot overview May 2022 - May 2023



52 Clients with disabilities, brain injuries, and autism have had continued case managed support



53% of the Clients were autistic
41% were undiagnosed and being supported by us to get diagnosis



7 Clients had Psychotherapy for childhood and/or post service trauma



NO WRONG DOOR
62 Clients have attended our community drop-in's for 'one off' appropriate information & advice meeting their needs



14 Clients were supported to maximise their income through benefit takeup totaling approx. £61,744.87



24 Clients were supported to reduce their debts totaling £325,000 through appropriate debt related solutions



29 Clients had specialised autism support to prevent further autistic meltdowns and shutdowns



21 Clients had continued support with budgeting and managing their tenancy to prevent homelessness



19 Clients with disabilities and autism are attended one or more of our health & wellbeing activities to help improve their wellbeing & quality of life, and reduce their isolation

Why Disability Stockport?

- We have a 42 years evidenced based history of providing a high level of specialised support to adults and their families experiencing physical disabilities, hidden disability, learning disability, sensory loss, ADHD, brain injuries. and autism, with complex needs who are resident in the Metropolitan Borough of Stockport and Greater Manchester
- We are trained and qualified
- We have decades of knowledge and experience within our staff
- We understand complex needs
- There is a severe gap in services/support for Ex-Forces with disabilities, brain injuries, ADHD, and autism within Greater Manchester, Cheshire, and the North West, which we can fill
- *We know what we are doing, and we do what it says on the tin*



We understand the Veteran profile and accommodate it through:

Helpful approaches...

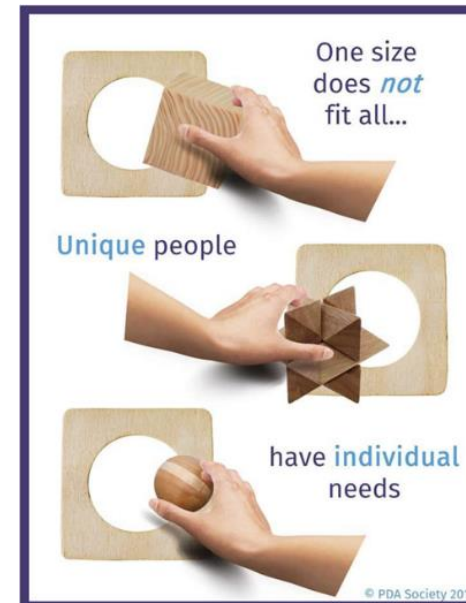
- ✓ Build relationships and trust
- ✓ Be non-confrontational
- ✓ Be Flexible/imaginative
- ✓ Negotiate, collaborate
- ✓ Reduce anxiety & increase certainty
- ✓ Balance demands/tolerance
- ✓ See the person – explore interests, engage positively, and see their strengths
- ✓ Safety first but minimise ground rules
- ✓ Allow plenty of time & plan ahead
- ✓ Keep expectations simple
- ✓ Make reasonable adjustments to: Environment, Support style. Daily activities
- ✓ Positive – outlook & body language, expect the unexpected
- ✓ Stay Calm and level
- ✓ Play the long game – build personal understanding and self esteem



Preventing escalation...

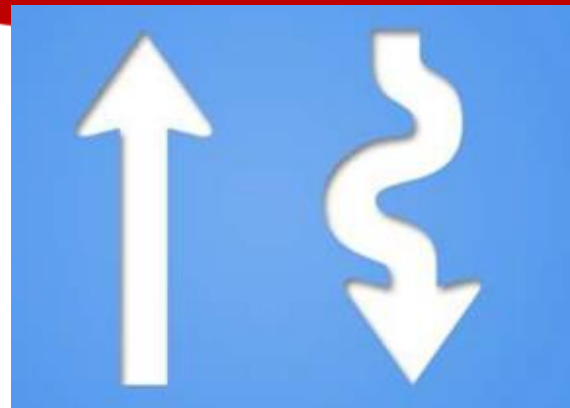
- Be non-confrontational
- Use a distraction technique, keep them busy
- Ignore if possible
- Alternatives that can't be interpreted as critical or hostile
- Use choice to help maintain some control over the situation
- Validate their feelings with a neutral phrase such as "I hear you"

Always remembering the Veteran profile...



~~X-Conventional approaches-X~~

What works today might not work tomorrow.... But may work again next week



We fully understand complex needs and collaborative working

The success to supporting anyone with complex needs to move forward and improve their health & wellbeing, quality of life, situation, and have a brighter future, can only be achieved by working together and reducing confusion. Drawing upon other external resources and subject matter experts services, and provide a well-co-ordinated and case managed multi-agency collaborative approach.



Looking to volunteer?

Supporting Ex-Forces men and women across Greater Manchester and Cheshire who are struggling due to autism, ADHD, disability or a brain injury



Helping them to improve wellbeing, quality of life, and reduce their isolation

Are you understanding, empathetic, good listener, and a team player?

Do you want to learn new skills, make a difference, and enjoy supporting others, and value diversity, equality, and inclusion

Volunteer Roles

- Welfare & Advice Assistant
- Wellbeing Support
- Mentor
- Activities Support

Training provided will include....

Safeguarding, Manual Handling, Veteran Profile Awareness (for non ex-forces), First Aid at Work, Mental Health First Aid, Welfare Advice & Disability Benefits, PIP & ESA Form Filling, Autism Awareness, **and more...**

Get in touch if you are interested in volunteering

Contact Gav Jones (Veteran Services Manager) on:

Mobile/Text: 07458 306246

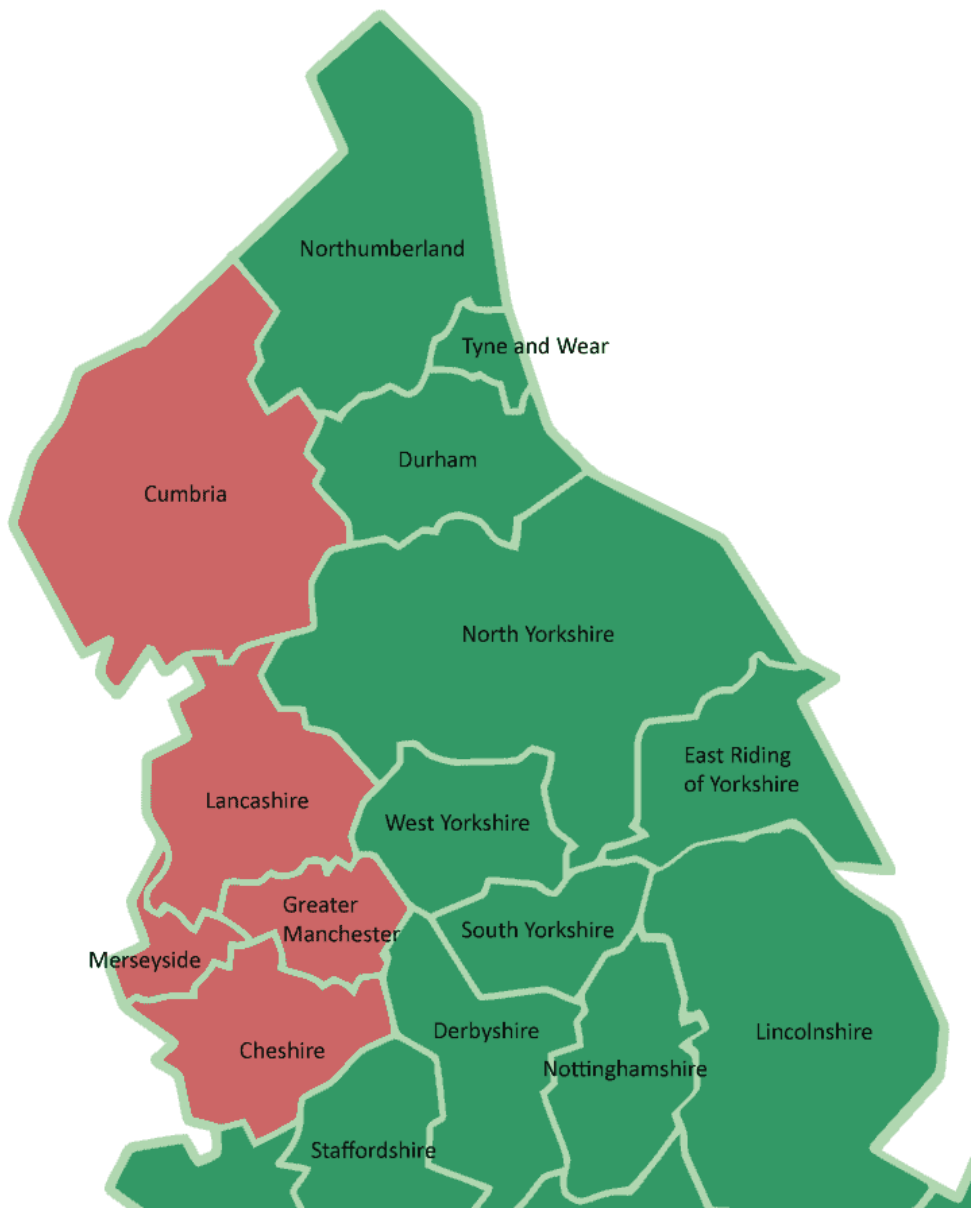
Landline: 0161 480 7248

Email: gavin.jones@disabilitystockport.org.uk

Funded by
THE ARMED FORCES
COVENANT FUND TRUST



Stockport based, Greater Manchester & Cheshire presence, but a North West wide footprint



How to refer in?

Page 1 of 2

Referral form to Live at Ease

Please complete both pages in full



REFERRER										
Name:					Date:					
Organisation/service:										
PERSONAL DETAILS										
Name:					DoB:					
Address:										
Post Code:					NINO:					
Tel No:			Email:							
Any Safeguarding or Risks/Triggers:										
Any language/communication barriers:										
Please indicate below for each question with an X in the box										
Does the person have any kind of disability, including, physical, mental health, learning difficulties, brain injury, sensory impairment, autism?								YES	NO	
Physical	MH (SR)	MH (NSR)	ABI	TBI	Autism/ADHD					
Visual	Hearing	LD	Other:							
Has the person served in the Armed Forces? (Enter details below)								YES	NO	
Is the person a dependent/partner of an Armed Forces Veteran?								YES	NO	
Is the person engaged with any support services/groups?								YES	NO	
Does the person feel isolated/socially excluded due to their disability and/or mental health difficulties?								YES	NO	
Is the person at risk of homelessness?								YES	NO	
Does the person have any priority urgent needs within 7 days?								YES	NO	
If URGENT, please state what:										
Person's military service details (indicate below with an X in the box)										
Royal Navy	Army	RAF	Royal Marines	Regular	Reserve					
Service Number:			Dates of service (years):							
Ship, Regt, Trade, Unit:										
Consent (indicate with an X as appropriate)										
Does the person consent to you referring them to Disability Stockport?								YES	NO	
Have you told the person we will send them a text or email to confirm they have been referred to us and the importance they answer when we ring them?								YES		

Please complete page 2 with as much relevant information as you can regards their situation, and if they are getting any current support, so we do not duplicate.

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Page 2 of 2

Please indicate below help/support required with an X in the box							
Wellbeing	Homelessness	Debt	Benefits	Welfare	Isolation		
Counselling	Support	Employability	Other -				
GIVE A BRIEF Outline of Identified Issue/s Or Support Required							
Please provide a brief outline of issues, support/help they require, and what information, advice and/or support you gave them so far. Any key dates or timeframes for benefits or housing issues							
<u>Attach their proof of their military service with your referral if you have it.</u>							
Advice, Information and/or Support given so far by you?							

By sending this referral form you confirm that the person you're referring has provided verbal consent for Disability Stockport to hold their name and contact telephone number for the purpose of contacting them, and if required to for us to discuss/act on their behalf if required with their Council's Revenue & Benefits team, DWP, their social or private landlord, GMP, and Adult Services.

Please send the completed referral to Gavin Jones (Veteran Services Manager) on;
gavin.jones@disabilitystockport.org.uk

-CONFIDENTIAL-

Gavin Jones

Veteran Services Manager

gavin.jones@disabilitystockport.org.uk

liveatease@disabilitystockport.org.uk